

SC DMH Client Advocacy Report

March 2012

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	24	58
Harris	9	33
Morris Village	6	10
Hall	2	25
Tucker	2	7
Forensics (GEO & Bldg. 1)	17	66
Mental Health Centers	30	87
Total	90	286

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	242	597
Information, Referral & Other Assistance ¹	7	33

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	27	4	12	13	43
2) Admission & Discharge	27	14	2	15	43
3) Information & Advocacy	11	7	1	7	19
4) Physical Environment	5	3		4	8
5) Inpatient Rights	44	25	2	22	71
6) Personal Property & Money	27	12	11	14	50
7) Confidentiality & Consent	6	3	7	3	16
8) Treatment	16	10	61	30	87
9) Other Rights Issues	4	5	14	9	23
Total⁵	167	83	110	117	360

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	5	2		4	7
b. Excessive Restraint, Seclusion & PRNs	4				4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	12	2	10	9	24
e. Neglect	5				5
f. Financial Exploitation	1		2		3
2) Admission & Discharge					
a. Discharge (when)	16	8		10	24
b. Community Placement (where)	6	1	2		9
c. Periodic Court Review	2	1		1	3
d. Questions, Education & Other	3	4		4	7
3) Information & Advocacy					
a. Access to Advocacy	7	6		4	13
b. Access to Legal Resources	3	1	1	3	5
c. Questions, Education & Other	1				1
4) Physical Environment					
a. Food Quality & Quantity	2	1		1	3
b. Linens, Clothes & Toiletries	1				1
c. Disrepair of Physical Plant	1	2		2	3
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy	1	1			2
b. Safety	4	1	1	1	6
c. Freedom, Privileges & Fairness	18	6	1	9	25
d. Communication	10	9		3	19
e. Health Care	11	8		9	19
6) Personal Property & Money					
a. Property	16	6	1	7	23
b. Money, Entitlements, Rep. Payee	6	4	1	4	11
c. Billing Issues	1		7	2	8
d. Other Non-DMH Issues	4	2	2	1	8
7) Confidentiality & Consent					
a. Access to Records & Information	2		4	2	6
b. Breach of Confidentiality	2	1	2	1	5
c. Issues of Consent, Confidentiality, etc.	2	2	1		5
8) Treatment					
a. Eligibility for Services	1		12	4	13
b. Accessibility to Staff & Treatment	1	3	25	9	29
c. Individualized, Client-Driven	11	5	24	15	40
d. Right to Refuse Treatment	3	2		2	5
9) Other Rights Issues					
a. Work, Compensation & Education		1	1		2
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			9	5	9
f. Legal assistance for Non-DMH issues	4	3	4	4	11